Section 4:
Tabular Data

Tabular Analysis

Q1. Major categories of services provided by the City of Columbia are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied":

(N=1016)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1-1. Public safety services provided by City (e.g., police & fire services)	17.4%	47.9%	16.4%	12.1%	3.5%	2.8%
Q1-2. Parks & recreation programs & facilities provided by City	46.0%	39.0%	9.3%	1.5%	0.8%	3.5%
Q1-3. Condition of City streets	3.5%	28.3%	27.3%	31.4%	9.2%	0.4%
Q1-4. Enforcement of City codes & ordinances	6.7%	33.3%	34.0%	10.9%	3.5%	11.7%
Q1-5. Quality of customer service you receive from City employees	20.9%	44.9%	20.8%	3.1%	1.7%	8.7%
Q1-6. Effectiveness of City communication with public	9.9%	43.7%	29.6%	9.3%	3.8%	3.8%
Q1-7. Quality of City permitting services for buildings	5.0%	18.2%	29.4%	8.4%	3.9%	35.1%
Q1-8. City's stormwater runoff/stormwater management system	7.2%	30.5%	28.8%	15.9%	5.0%	12.6%
Q1-9. Public health services provided by City	14.9%	38.0%	24.7%	2.6%	1.2%	18.6%
Q1-10. Solid waste services (trash, recycling, etc.)	35.4%	49.6%	8.8%	4.1%	1.7%	0.5%
Q1-11. City water, electric, & sewer services	30.2%	53.1%	11.4%	3.0%	1.4%	1.0%
Q1-12. Public transit services (bus)	7.5%	18.3%	29.1%	7.4%	3.9%	33.9%

Tabular Analysis

EXCLUDING DON'T KNOW

Q1. Major categories of services provided by the City of Columbia are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied": (without "don't know")

(N=1016)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1-1. Public safety services provided by City (e.g., police & fire services)	17.8%	49.3%	16.8%	12.5%	3.5%
Q1-2. Parks & recreation programs & facilities provided by City	47.6%	40.4%	9.6%	1.5%	0.8%
Q1-3. Condition of City streets	3.5%	28.4%	27.4%	31.5%	9.2%
Q1-4. Enforcement of City codes & ordinances	7.6%	37.7%	38.5%	12.3%	3.9%
Q1-5. Quality of customer service you receive from City employees	22.9%	49.1%	22.8%	3.3%	1.8%
Q1-6. Effectiveness of City communication with public	10.3%	45.4%	30.8%	9.7%	3.9%
Q1-7. Quality of City permitting services for buildings	7.8%	28.0%	45.3%	13.0%	5.9%
Q1-8. City's stormwater runoff/stormwater management system	8.3%	34.8%	32.9%	18.2%	5.8%
Q1-9. Public health services provided by City	18.3%	46.7%	30.4%	3.2%	1.5%
Q1-10. Solid waste services (trash, recycling, etc.)	35.6%	49.8%	8.8%	4.1%	1.7%
Q1-11. City water, electric, & sewer services	30.5%	53.6%	11.5%	3.0%	1.4%
Q1-12. Public transit services (bus)	11.4%	27.7%	43.9%	11.2%	5.8%

Tabular Analysis

Q2. Which FOUR of the major City services listed in Question 1 above do you think are the most important services for the City to provide?

Q2. Top choice	Number	Percent
Public safety services provided by City (police & fire services)	720	70.9 %
Parks & recreation programs & facilities provided by City	16	1.6 %
Condition of City streets	52	5.1 %
Enforcement of City codes & ordinances	6	0.6 %
Quality of customer service you receive from City employees	6	0.6 %
Effectiveness of City communication with public	5	0.5 %
Quality of City permitting services for buildings	1	0.1 %
City's stormwater runoff/stormwater management system	7	0.7 %
Public health services provided by City	21	2.1 %
Solid waste services (trash, recycling, etc.)	16	1.6 %
City water, electric, & sewer services	98	9.6 %
Public transit services (bus)	8	0.8 %
None chosen	60	5.9 %
Total	1016	100.0 %

Q2. Which FOUR of the major City services listed in Question 1 above do you think are the most important services for the City to provide?

Q2. 2nd choice	Number	Percent
Public safety services provided by City (police & fire services)	81	8.0 %
Parks & recreation programs & facilities provided by City	93	9.2 %
Condition of City streets	252	24.8 %
Enforcement of City codes & ordinances	38	3.7 %
Quality of customer service you receive from City employees	14	1.4 %
Effectiveness of City communication with public	18	1.8 %
Quality of City permitting services for buildings	4	0.4 %
City's stormwater runoff/stormwater management system	29	2.9 %
Public health services provided by City	70	6.9 %
Solid waste services (trash, recycling, etc.)	95	9.4 %
City water, electric, & sewer services	236	23.2 %
Public transit services (bus)	20	2.0 %
None chosen	66	6.5 %
Total	1016	100.0 %

Tabular Analysis

Q2. Which FOUR of the major City services listed in Question 1 above do you think are the most important services for the City to provide?

Q2. 3rd choice	Number	Percent
Public safety services provided by City (police & fire services)	39	3.8 %
Parks & recreation programs & facilities provided by City	76	7.5 %
Condition of City streets	154	15.2 %
Enforcement of City codes & ordinances	44	4.3 %
Quality of customer service you receive from City employees	20	2.0 %
Effectiveness of City communication with public	45	4.4 %
Quality of City permitting services for buildings	11	1.1 %
City's stormwater runoff/stormwater management system	63	6.2 %
Public health services provided by City	77	7.6 %
Solid waste services (trash, recycling, etc.)	215	21.2 %
City water, electric, & sewer services	169	16.6 %
Public transit services (bus)	24	2.4 %
None chosen	79	7.8 %
Total	1016	100.0 %

Q2. Which FOUR of the major City services listed in Question 1 above do you think are the most important services for the City to provide?

Q2. 4th choice	Number	Percent
Public safety services provided by City (police & fire services)	24	2.4 %
Parks & recreation programs & facilities provided by City	117	11.5 %
Condition of City streets	144	14.2 %
Enforcement of City codes & ordinances	61	6.0 %
Quality of customer service you receive from City employees	29	2.9 %
Effectiveness of City communication with public	36	3.5 %
Quality of City permitting services for buildings	7	0.7 %
City's stormwater runoff/stormwater management system	66	6.5 %
Public health services provided by City	67	6.6 %
Solid waste services (trash, recycling, etc.)	150	14.8 %
City water, electric, & sewer services	148	14.6 %
Public transit services (bus)	62	6.1 %
None chosen	105	10.3 %
Total	1016	100.0 %

Tabular Analysis

SUM OF THE TOP CHOICES

Q2. Which FOUR of the major City services listed in Question 1 above do you think are the most important services for the City to provide? (top 4)

Q2. Top choice	Number	Percent
Public safety services provided by City (police & fire services)	864	85.0 %
Parks & recreation programs & facilities provided by City	302	29.7 %
Condition of City streets	602	59.3 %
Enforcement of City codes & ordinances	149	14.7 %
Quality of customer service you receive from City employees	69	6.8 %
Effectiveness of City communication with public	104	10.2 %
Quality of City permitting services for buildings	23	2.3 %
City's stormwater runoff/stormwater management system	165	16.2 %
Public health services provided by City	235	23.1 %
Solid waste services (trash, recycling, etc.)	476	46.9 %
City water, electric, & sewer services	651	64.1 %
Public transit services (bus)	114	11.2 %
None chosen	60	5.9 %
Total	3814	

Q3. PERCEPTIONS OF THE CITY. Several items that may influence your perception of the City of Columbia are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied":

(N=1016)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q3-1. Overall quality of services provided by City of Columbia	15.3%	59.9%	17.2%	5.5%	0.6%	1.5%
Q3-2. Overall value you receive for your City tax & fees	10.2%	44.3%	24.1%	14.4%	4.8%	2.2%
Q3-3. Overall quality of life in City	26.0%	52.4%	13.8%	6.5%	0.5%	0.8%
Q3-4. Overall feeling of safety in City	11.0%	42.3%	21.4%	19.3%	5.6%	0.4%
Q3-5. Local economic conditions	11.5%	49.7%	25.2%	9.6%	2.0%	2.2%
Q3-6. City efforts to meet its financial needs & maintain a balanced budget	9.4%	35.8%	28.2%	10.6%	5.3%	10.7%

Tabular Analysis

EXCLUDING DON'T KNOW

Q3. PERCEPTIONS OF THE CITY. Several items that may influence your perception of the City of Columbia are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied": (without "don't know")

(N=1016)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q3-1. Overall quality of services provided by City of Columbia	15.5%	60.8%	17.4%	5.6%	0.6%
Q3-2. Overall value you receive for your City tax & fees	10.4%	45.3%	24.6%	14.7%	4.9%
Q3-3. Overall quality of life in City	26.2%	52.8%	13.9%	6.6%	0.5%
Q3-4. Overall feeling of safety in City	11.0%	42.5%	21.5%	19.3%	5.7%
Q3-5. Local economic conditions	11.7%	50.8%	25.7%	9.8%	2.0%
Q3-6. City efforts to meet its financial needs & maintain a balanced budget	10.5%	40.1%	31.6%	11.8%	6.0%

Tabular Analysis

Q4. PERCEPTIONS OF SAFETY. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate your feeling of safety in the following situations in the city:

(N=1016)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q4-1. Walking in your neighborhood during the day	59.3%	34.7%	3.2%	2.1%	0.4%	0.4%
Q4-2. Walking in your neighborhood at night	24.0%	38.9%	18.7%	12.5%	4.4%	1.4%
Q4-3. In Downtown Columbia during the day	38.3%	44.5%	10.5%	3.8%	1.0%	1.8%
Q4-4. In Downtown Columbia at night	5.7%	23.0%	26.4%	27.4%	12.1%	5.4%
Q4-5. In City parks	13.3%	38.9%	25.3%	12.1%	4.4%	5.9%

EXCLUDING DON'T KNOW

Q4. PERCEPTIONS OF SAFETY. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate your feeling of safety in the following situations in the city: (without "don't know")

(N=1016)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q4-1. Walking in your neighborhood during the day	59.5%	34.8%	3.2%	2.1%	0.4%
Q4-2. Walking in your neighborhood at night	24.4%	39.5%	19.0%	12.7%	4.5%
Q4-3. In Downtown Columbia during the day	39.0%	45.3%	10.7%	3.9%	1.0%
Q4-4. In Downtown Columbia at night	6.0%	24.3%	27.9%	29.0%	12.8%
Q4-5. In City parks	14.2%	41.4%	26.9%	12.8%	4.7%

Tabular Analysis

Q5. PUBLIC SAFETY CONCERNS. Using a scale of 1 to 5, where 5 means "Very Likely" and 1 means "Very Unlikely," please indicate how likely you think it is that the following will happen to you in the City of Columbia:

(N=1016)

	Very Likely	Likely	Neutral	Unlikely	Very Unlikely	Don't Know
Q5-1. You will hear gun shots	17.4%	23.8%	15.6%	27.7%	14.1%	1.4%
Q5-2. You will be a victim of property crime	7.5%	28.3%	31.0%	24.4%	5.9%	2.9%
Q5-3. You will be a victim of violent crime	1.4%	7.8%	25.5%	42.3%	19.1%	4.0%
Q5-4. You will be a victim of a fire	0.5%	3.1%	29.0%	43.9%	18.9%	4.7%

EXCLUDING DON'T KNOW

Q5. PUBLIC SAFETY CONCERNS. Using a scale of 1 to 5, where 5 means "Very Likely" and 1 means "Very Unlikely," please indicate how likely you think it is that the following will happen to you in the City of Columbia: (without "don't know")

(N=1016)

	Very Likely	Likely	Neutral	Unlikely	Very Unlikely
Q5-1. You will hear gun shots	17.6%	24.1%	15.8%	28.1%	14.3%
Q5-2. You will be a victim of property crime	7.7%	29.1%	31.9%	25.1%	6.1%
Q5-3. You will be a victim of violent crime	1.4%	8.1%	26.5%	44.0%	19.9%
Q5-4. You will be a victim of a fire	0.5%	3.2%	30.4%	46.1%	19.8%

Tabular Analysis

Q6. PUBLIC SAFETY SERVICES. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied":

(N=1016)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q6-1. Police efforts to prevent crime	9.0%	39.1%	26.4%	15.0%	5.5%	4.9%
Q6-2. How quickly police respond to emergencies	10.6%	33.8%	24.5%	10.3%	4.6%	16.1%
Q6-3. Overall quality of local police services	10.5%	45.8%	23.2%	12.5%	3.9%	4.2%
Q6-4. How quickly Fire personnel respond to emergencies	29.9%	41.5%	10.3%	1.3%	0.2%	16.8%
Q6-5. Overall quality of City fire protection	29.7%	48.9%	10.9%	0.6%	0.0%	10.0%
Q6-6. City's municipal court	6.3%	22.0%	30.8%	4.5%	2.2%	34.2%

EXCLUDING DON'T KNOW

Q6. PUBLIC SAFETY SERVICES. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied": (without "don't know")

(N=1016)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q6-1. Police efforts to prevent crime	9.5%	41.1%	27.8%	15.8%	5.8%
Q6-2. How quickly police respond to emergencies	12.6%	40.3%	29.2%	12.3%	5.5%
Q6-3. Overall quality of local police services	10.9%	47.8%	24.3%	13.0%	4.0%
Q6-4. How quickly Fire personnel respond to emergencies	35.9%	49.9%	12.4%	1.5%	0.2%
Q6-5. Overall quality of City fire protection	33.0%	54.3%	12.1%	0.7%	0.0%
Q6-6. City's municipal court	9.7%	33.5%	46.8%	6.8%	3.3%

Tabular Analysis

Q7. Which THREE of the public safety services listed in Question 6 above do you think are the most important services for the City to provide?

Q7. Top choice	Number	Percent
Police efforts to prevent crime	455	44.8 %
How quickly police respond to emergencies	236	23.2 %
Overall quality of local police services	120	11.8 %
How quickly Fire personnel respond to emergencies	83	8.2 %
Overall quality of City fire protection	25	2.5 %
City's municipal court	8	0.8 %
None chosen	89	8.8 %
Total	1016	100.0 %

Q7. Which THREE of the public safety services listed in Question 6 above do you think are the most important services for the City to provide?

Q7. 2nd choice	Number	Percent
Police efforts to prevent crime	89	8.8 %
How quickly police respond to emergencies	324	31.9 %
Overall quality of local police services	102	10.0 %
How quickly Fire personnel respond to emergencies	278	27.4 %
Overall quality of City fire protection	117	11.5 %
City's municipal court	11	1.1 %
None chosen	95	9.4 %
Total	1016	100.0 %

Q7. Which THREE of the public safety services listed in Question 6 above do you think are the most important services for the City to provide?

Q7. 3rd choice	Number	Percent
Police efforts to prevent crime	163	16.0 %
How quickly police respond to emergencies	112	11.0 %
Overall quality of local police services	189	18.6 %
How quickly Fire personnel respond to emergencies	237	23.3 %
Overall quality of City fire protection	103	10.1 %
City's municipal court	101	9.9 %
None chosen	111	10.9 %
Total	1016	100.0 %

Tabular Analysis

SUM OF THE TOP CHOICES

Q7. Which THREE of the public safety services listed in Question 6 above do you think are the most important services for the City to provide? (top 3)

Q7. Top choice	Number	Percent
Police efforts to prevent crime	707	69.6 %
How quickly police respond to emergencies	672	66.1 %
Overall quality of local police services	411	40.5 %
How quickly Fire personnel respond to emergencies	598	58.9 %
Overall quality of City fire protection	245	24.1 %
City's municipal court	120	11.8 %
None chosen	89	8.8 %
Total	2842	

Q8. PERCEPTIONS OF PARKS AND RECREATION. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied":

(N=1016)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q8-1. Quality of City parks	44.3%	43.6%	7.2%	1.1%	0.3%	3.6%
Q8-2. Quality of walking/biking trails in City	47.8%	35.9%	7.4%	1.5%	0.7%	6.7%
Q8-3. Quality of outdoor athletic fields	28.7%	38.8%	12.2%	1.7%	0.1%	18.5%
Q8-4. Quality of recreation programs & classes	27.7%	36.9%	15.1%	1.6%	0.6%	18.0%
Q8-5. Availability of information about City parks & recreation programs	31.8%	42.5%	15.0%	3.5%	1.0%	6.2%
Q8-6. City pools & aquatic facilities	21.1%	33.2%	18.6%	3.8%	1.5%	21.9%

Tabular Analysis

EXCLUDING DON'T KNOW

Q8. PERCEPTIONS OF PARKS AND RECREATION. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied": (without "don't know")

(N=1016)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q8-1. Quality of City parks	45.9%	45.2%	7.5%	1.1%	0.3%
Q8-2. Quality of walking/biking trails in City	51.2%	38.5%	8.0%	1.6%	0.7%
Q8-3. Quality of outdoor athletic fields	35.2%	47.6%	14.9%	2.1%	0.1%
Q8-4. Quality of recreation programs & classes	33.8%	45.0%	18.5%	1.9%	0.7%
Q8-5. Availability of information about City parks & recreation programs	33.9%	45.4%	16.0%	3.7%	1.1%
Q8-6. City pools & aquatic facilities	27.0%	42.5%	23.8%	4.8%	1.9%

Tabular Analysis

Q9. Which TWO of the parks and recreation services listed in Question 8 above do you think are the most important services for the City to provide?

Q9. Top choice	Number	Percent
Quality of City parks	516	50.8 %
Quality of walking/biking trails in City	212	20.9 %
Quality of outdoor athletic fields	58	5.7 %
Quality of recreation programs & classes	47	4.6 %
Availability of information about City parks & recreation programs	26	2.6 %
City pools & aquatic facilities	40	3.9 %
None chosen	117	11.5 %
Total	1016	100.0 %

Q9. Which TWO of the parks and recreation services listed in Question 8 above do you think are the most important services for the City to provide?

Q9. 2nd choice	Number	Percent
Quality of City parks	171	16.8 %
Quality of walking/biking trails in City	307	30.2 %
Quality of outdoor athletic fields	114	11.2 %
Quality of recreation programs & classes	121	11.9 %
Availability of information about City parks & recreation programs	53	5.2 %
City pools & aquatic facilities	117	11.5 %
None chosen	133	13.1 %
Total	1016	100.0 %

SUM OF THE TOP CHOICES

Q9. Which TWO of the parks and recreation services listed in Question 8 above do you think are the most important services for the City to provide? (top 2)

Q9. Top choice	Number	Percent
Quality of City parks	687	67.6 %
Quality of walking/biking trails in City	519	51.1 %
Quality of outdoor athletic fields	172	16.9 %
Quality of recreation programs & classes	168	16.5 %
Availability of information about City parks & recreation programs	79	7.8 %
City pools & aquatic facilities	157	15.5 %
None chosen	117	11.5 %
Total	1899	

Tabular Analysis

Q10. STREETS AND SIDEWALKS. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied":

(N=1016)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q10-1. City maintenance & repair services for major City streets	5.1%	36.4%	23.6%	26.6%	6.9%	1.3%
Q10-2. City maintenance & repair services for streets in your neighborhood	8.2%	38.6%	22.1%	21.9%	8.3%	1.0%
Q10-3. Snow removal on major City streets	11.8%	52.1%	19.1%	10.2%	5.3%	1.6%
Q10-4. Snow removal on neighborhood streets	4.3%	26.4%	21.4%	29.4%	16.9%	1.7%
Q10-5. City street cleaning services	7.1%	37.9%	34.3%	10.6%	4.1%	6.0%
Q10-6. Condition of City sidewalks	4.5%	35.8%	32.6%	17.1%	6.8%	3.2%
Q10-7. Availability of sidewalks in City	7.7%	39.2%	30.5%	14.7%	5.0%	2.9%
Q10-8. Condition of pavement markings	3.8%	27.1%	28.2%	23.7%	13.3%	4.0%

EXCLUDING DON'T KNOW

Q10. STREETS AND SIDEWALKS. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied": (without "don't know")

(N=1016)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q10-1. City maintenance & repair services for major City streets	5.2%	36.9%	23.9%	27.0%	7.0%
Q10-2. City maintenance & repair services for streets in your neighborhood	8.3%	39.0%	22.3%	22.1%	8.4%
Q10-3. Snow removal on major City streets	11.9%	52.9%	19.4%	10.3%	5.4%
Q10-4. Snow removal on neighborhood streets	4.3%	26.9%	21.7%	29.9%	17.2%
Q10-5. City street cleaning services	7.6%	40.4%	36.5%	11.3%	4.3%
Q10-6. Condition of City sidewalks	4.6%	37.0%	33.6%	17.7%	7.1%
Q10-7. Availability of sidewalks in City	7.9%	40.3%	31.4%	15.2%	5.2%
Q10-8. Condition of pavement markings	3.9%	28.2%	29.4%	24.6%	13.8%

Tabular Analysis

Q11. Which THREE of the street and sidewalk services listed in Question 10 do you think are the most important services for the City to provide?

Q11. Top choice	Number	Percent
City maintenance & repair services for major City streets	619	60.9 %
City maintenance & repair services for streets in your neighborhood	70	6.9 %
Snow removal on major City streets	61	6.0 %
Snow removal on neighborhood streets	60	5.9 %
City street cleaning services	13	1.3 %
Condition of City sidewalks	27	2.7 %
Availability of sidewalks in City	14	1.4 %
Condition of pavement markings	49	4.8 %
None chosen	103	10.1 %
Total	1016	100.0 %

Q11. Which THREE of the street and sidewalk services listed in Question 10 do you think are the most important services for the City to provide?

Q11. 2nd choice	Number	Percent
City maintenance & repair services for major City streets	80	7.9 %
City maintenance & repair services for streets in your neighborhood	211	20.8 %
Snow removal on major City streets	311	30.6 %
Snow removal on neighborhood streets	112	11.0 %
City street cleaning services	18	1.8 %
Condition of City sidewalks	57	5.6 %
Availability of sidewalks in City	54	5.3 %
Condition of pavement markings	65	6.4 %
None chosen	108	10.6 %
Total	1016	100.0 %

Q11. Which THREE of the street and sidewalk services listed in Question 10 do you think are the most important services for the City to provide?

Q11. 3rd choice	Number	Percent
City maintenance & repair services for major City streets	72	7.1 %
City maintenance & repair services for streets in your neighborhood	85	8.4 %
Snow removal on major City streets	189	18.6 %
Snow removal on neighborhood streets	157	15.5 %
City street cleaning services	44	4.3 %
Condition of City sidewalks	138	13.6 %
Availability of sidewalks in City	80	7.9 %
Condition of pavement markings	132	13.0 %
None chosen	119	11.7 %
Total	1016	100.0 %

Tabular Analysis

SUM OF THE TOP CHOICES

Q11. Which THREE of the street and sidewalk services listed in Question 10 do you think are the most important services for the City to provide? (top 3)

Q11. Top choice	Number	Percent
City maintenance & repair services for major City streets	771	75.9 %
City maintenance & repair services for streets in your neighborhood	366	36.0 %
Snow removal on major City streets	561	55.2 %
Snow removal on neighborhood streets	329	32.4 %
City street cleaning services	75	7.4 %
Condition of City sidewalks	222	21.9 %
Availability of sidewalks in City	148	14.6 %
Condition of pavement markings	246	24.2 %
None chosen	103	10.1 %
Total	2821	

Tabular Analysis

Q12. CODE ENFORCEMENT AND NEIGHBORHOOD SERVICES. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied":

(N=1016)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q12-1. Maintenance of residential property	8.5%	38.9%	26.0%	8.8%	2.0%	15.8%
Q12-2. Enforcement of residential building codes	6.5%	32.1%	26.1%	6.9%	2.6%	25.9%
Q12-3. Maintenance of business property	5.8%	34.0%	30.3%	4.8%	1.2%	24.0%
Q12-4. Enforcement of business building codes	5.3%	28.1%	27.7%	6.0%	2.3%	30.6%
Q12-5. Parking on neighborhood streets	6.6%	34.2%	29.8%	13.5%	4.5%	11.3%
Q12-6. Clean-up of trash & litter	9.8%	38.2%	26.3%	13.4%	4.8%	7.5%

EXCLUDING DON'T KNOW

Q12. CODE ENFORCEMENT AND NEIGHBORHOOD SERVICES. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied": (without "don't know")

(N=1016)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q12-1. Maintenance of residential property	10.1%	46.2%	30.9%	10.4%	2.4%
Q12-2. Enforcement of residential building codes	8.7%	43.2%	35.2%	9.3%	3.5%
Q12-3. Maintenance of business property	7.6%	44.7%	39.9%	6.3%	1.6%
Q12-4. Enforcement of business building codes	7.6%	40.5%	39.9%	8.6%	3.4%
Q12-5. Parking on neighborhood streets	7.4%	38.6%	33.6%	15.3%	5.1%
Q12-6. Clean-up of trash & litter	10.6%	41.3%	28.4%	14.5%	5.2%

Tabular Analysis

Q13. Which THREE of the code enforcement items listed in Question 12 above do you think are the most important services for the City to provide?

Q13. Top choice	Number	Percent
Maintenance of residential property	275	27.1 %
Enforcement of residential building codes	144	14.2 %
Maintenance of business property	75	7.4 %
Enforcement of business building codes	103	10.1 %
Parking on neighborhood streets	64	6.3 %
Clean-up of trash & litter	195	19.2 %
None chosen	160	15.7 %
Total	1016	100.0 %

Q13. Which THREE of the code enforcement items listed in Question 12 above do you think are the most important services for the City to provide?

Q13. 2nd choice	Number	Percent
Maintenance of residential property	126	12.4 %
Enforcement of residential building codes	170	16.7 %
Maintenance of business property	155	15.3 %
Enforcement of business building codes	145	14.3 %
Parking on neighborhood streets	118	11.6 %
Clean-up of trash & litter	123	12.1 %
None chosen	179	17.6 %
Total	1016	100.0 %

Q13. Which THREE of the code enforcement items listed in Question 12 above do you think are the most important services for the City to provide?

Q13. 3rd choice	Number	Percent
Maintenance of residential property	117	11.5 %
Enforcement of residential building codes	83	8.2 %
Maintenance of business property	133	13.1 %
Enforcement of business building codes	112	11.0 %
Parking on neighborhood streets	108	10.6 %
Clean-up of trash & litter	256	25.2 %
None chosen	207	20.4 %
Total	1016	100.0 %

Tabular Analysis

SUM OF THE TOP CHOICES

Q13. Which THREE of the code enforcement items listed in Question 12 above do you think are the most important services for the City to provide? (top 3)

Q13. Top choice	Number	Percent
Maintenance of residential property	518	51.0 %
Enforcement of residential building codes	397	39.1 %
Maintenance of business property	363	35.7 %
Enforcement of business building codes	360	35.4 %
Parking on neighborhood streets	290	28.5 %
Clean-up of trash & litter	574	56.5 %
None chosen	160	15.7 %
Total	2662	

Tabular Analysis

Q14. CITY GOVERNMENT. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about Columbia's City government:

(N=1016)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Q14-1. Columbia City government is democratic & representative	8.3%	32.2%	28.0%	15.2%	6.6%	9.8%
Q14-2. Columbia City government is transparent	4.3%	23.9%	33.5%	20.5%	7.9%	10.0%
Q14-3. Columbia City government is efficient	3.1%	24.4%	31.8%	20.1%	9.7%	11.0%
Q14-4. Columbia City government is innovative	5.1%	21.3%	37.1%	16.9%	6.8%	12.8%
Q14-5. Columbia City government values diversity	9.2%	32.9%	33.6%	8.5%	3.3%	12.4%
Q14-6. Columbia City employees are ethical & honest	8.6%	34.6%	31.5%	6.5%	3.1%	15.7%
Q14-7. Columbia government leaders listen to what citizens have to say	5.3%	24.7%	27.7%	18.6%	13.0%	10.6%

EXCLUDING DON'T KNOW

Q14. CITY GOVERNMENT. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about Columbia's City government: (without "don't know")

(N=1016)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q14-1. Columbia City government is democratic & representative	9.2%	35.6%	31.1%	16.9%	7.3%
Q14-2. Columbia City government is transparent	4.8%	26.5%	37.2%	22.7%	8.7%
Q14-3. Columbia City government is efficient	3.5%	27.4%	35.7%	22.5%	10.9%
Q14-4. Columbia City government is innovative	5.9%	24.4%	42.6%	19.3%	7.8%
Q14-5. Columbia City government values diversity	10.5%	37.6%	38.4%	9.7%	3.8%
Q14-6. Columbia City employees are ethical & honest	10.2%	41.1%	37.4%	7.7%	3.7%
Q14-7. Columbia government leaders listen to what citizens have to say	6.0%	27.6%	31.0%	20.9%	14.5%

Tabular Analysis

Q15. PERSONAL WELL-BEING. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements:

(N=1016)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Q15-1. Columbia is a great place to live, work, learn & play	34.8%	46.7%	12.7%	3.9%	1.2%	0.7%
Q15-2. Columbia is a place where I can thrive	29.2%	43.8%	18.0%	6.2%	1.3%	1.4%
Q15-3. I earn a living wage that allows me to meet basic needs for housing, food & utilities without assistance from others	32.9%	43.5%	12.9%	5.5%	2.3%	2.9%
Q15-4. I take advantage of Water & Light energy efficiency programs to manage my home energy use	15.7%	28.6%	25.8%	14.3%	6.5%	9.1%
Q15-5. Columbia has jobs for which I am qualified	22.0%	41.1%	19.3%	5.5%	1.8%	10.3%
Q15-6. Columbia has job opportunities that would allow me to advance myself in my field	16.4%	32.4%	25.4%	9.7%	4.7%	11.3%
Q15-7. Columbia offers opportunities to help people who want to start their own businesses	8.9%	29.7%	24.2%	5.6%	2.2%	29.4%
Q15-8. There are opportunities for women to go into business for themselves & be successful	12.4%	33.4%	20.3%	4.0%	1.4%	28.5%
Q15-9. There are opportunities for minorities to go into business for themselves & be successful	10.7%	29.0%	21.1%	5.1%	2.4%	31.7%

Tabular Analysis

EXCLUDING DON'T KNOW

Q15. PERSONAL WELL-BEING. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements: (without "don't know")

(N=1016)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q15-1. Columbia is a great place to live, work, learn & play	35.0%	47.0%	12.8%	3.9%	1.2%
Q15-2. Columbia is a place where I can thrive	29.6%	44.5%	18.3%	6.3%	1.3%
Q15-3. I earn a living wage that allows me to meet basic needs for housing, food & utilities without assistance from others	33.8%	44.8%	13.3%	5.7%	2.4%
Q15-4. I take advantage of Water & Light energy efficiency programs to manage my home energy use	17.2%	31.5%	28.4%	15.7%	7.2%
Q15-5. Columbia has jobs for which I am qualified	24.5%	45.9%	21.5%	6.2%	2.0%
Q15-6. Columbia has job opportunities that would allow me to advance myself in my field	18.5%	36.6%	28.7%	11.0%	5.3%
Q15-7. Columbia offers opportunities to help people who want to start their own businesses	12.6%	42.0%	34.3%	7.9%	3.1%
Q15-8. There are opportunities for women to go into business for themselves & be successful	17.4%	46.6%	28.4%	5.6%	2.0%
Q15-9. There are opportunities for minorities to go into business for themselves & be successful	15.7%	42.4%	30.9%	7.5%	3.5%

Tabular Analysis

Q16. When you are sick or need advice about your health, where do you usually go?

Q16. Where do you usually go when you are sick or need advice about your health	Number	Percent
A doctor's office	787	77.5 %
An urgent care center	220	21.7 %
A hospital emergency room	47	4.6 %
No usual place	34	3.3 %
Other	42	4.1 %
Total	1130	

Q16. Other

Q16. Other	Number	Percent
VA	8	21.1 %
internet	7	18.4 %
online	2	5.3 %
Health Dept	2	5.3 %
VA hospital	2	5.3 %
A walk-in clinic in Fulton.	1	2.6 %
Public health	1	2.6 %
Family health center	1	2.6 %
Family Health Center	1	2.6 %
STUDENT HEALTH CTR AT MU	1	2.6 %
FAMILY HEALTH CTR	1	2.6 %
public health on worley.	1	2.6 %
Computer	1	2.6 %
MY FIANCE' SHE IS A NURSE	1	2.6 %
phone nurse of insurance	1	2.6 %
I am a physician	1	2.6 %
wife rn	1	2.6 %
NOWHERE CAN'T AFFORD HEALTHCARE	1	2.6 %
I AM A NURSE AND FRIENDS	1	2.6 %
CITY HEALTH DEPT	1	2.6 %
MAYOCLINIC.COM	1	2.6 %
clinic	1	2.6 %
Total	38	100.0 %

Tabular Analysis

Q17. Was there a time in the past 12 months when you needed medical care, but could not get it?

Q17. Was there a time in past 12 months when you needed medical care, but could not get it	Number	Percent
Yes	56	5.5 %
No	960	94.5 %
Total	1016	100.0 %

Q17-2. (If YES to Question 17) What was the main reason you could not get medical care?

Q17-2. Main reason you could not get medical care	Number	Percent
Cost or no insurance	29	51.8 %
Office wasn't open when I could get there	7	12.5 %
Too long a wait in waiting room	8	14.3 %
No Transportation	7	12.5 %
Distance from medical provider	4	7.1 %
Too long a wait for an appointment	18	32.1 %
No childcare	1	1.8 %
Medical provider did not speak my language	2	3.6 %
Total	76	

Q18. Was there any time in the past 12 months when you were not able to meet your basic needs, such as paying for food, housing or utilities?

Q18. Was there any time in past 12 months when you were not able to meet your basic needs	Number	Percent
Yes	62	6.1 %
No	954	93.9 %
Total	1016	100.0 %

Tabular Analysis

Q19. During the past month, on average, how many times did you engage in physical activities or exercise each week?

Q19. How many times did you engage in physical activities or exercise each week	Number	Percent
0 times	72	7.1 %
1-2 times	314	30.9 %
3+ times	603	59.4 %
Not provided	27	2.7 %
Total	1016	100.0 %

EXCLUDING NOT PROVIDED

Q19. During the past month, on average, how many times did you engage in physical activities or exercise each week? (without "not provided")

Q19. How many times did you engage in physical activities or exercise each week	Number	Percent
0 times	72	7.3 %
1-2 times	314	31.7 %
3+ times	603	61.0 %
Total	989	100.0 %

Q20. During the past month, how many times per day (on average) did you eat fruit and or vegetables?

Q20. How many times per day did you eat fruit and/or vegetables	Number	Percent
Four or more times a day	309	30.4 %
Less than four times a day	628	61.8 %
Never	9	0.9 %
Don't know	70	6.9 %
Total	1016	100.0 %

EXCLUDING DON’T KNOW

Q20. During the past month, how many times per day (on average) did you eat fruit and or vegetables? (without "don't know")

Q20. How many times per day did you eat fruit and/or vegetables	Number	Percent
Four or more times a day	309	32.7 %
Less than four times a day	628	66.4 %
Never	9	1.0 %
Total	946	100.0 %

Tabular Analysis

Q21. NEIGHBORHOOD PROBLEMS. Please indicate the extent to which you think each of the following is a problem in your neighborhood:

(N=1016)

	Not a problem	Minor problem	Moderate problem	Major problem	Don't know
Q21-1. Crime, drugs, or violence	41.0%	28.0%	15.0%	11.1%	5.0%
Q21-2. Unemployment	46.4%	22.0%	11.1%	3.3%	17.3%
Q21-3. Homelessness	62.2%	13.3%	9.4%	4.6%	10.6%
Q21-4. Public schools not providing quality education	56.8%	13.6%	9.6%	7.6%	12.5%
Q21-5. Lack of cultural activities	61.1%	14.7%	8.2%	2.1%	13.9%
Q21-6. Lack of recreational activities	72.2%	12.0%	6.3%	2.3%	7.2%
Q21-7. Lack of affordable, quality child care	33.6%	12.7%	9.5%	6.7%	37.4%
Q21-8. Abandoned or run-down buildings	64.8%	19.4%	6.9%	2.7%	6.2%
Q21-9. Unsupervised children or teenagers	51.4%	23.6%	11.3%	6.5%	7.3%
Q21-10. Speeding on neighborhood streets	24.1%	35.9%	21.6%	16.3%	2.2%
Q21-11. Lack of affordable housing	45.3%	19.3%	11.3%	8.7%	15.5%
Q21-12. Tension between racial/ethnic groups	58.6%	12.2%	11.7%	7.7%	9.8%
Q21-13. Lack of good places to shop for food or other items	75.4%	13.5%	6.4%	1.8%	2.9%
Q21-14. Roaming/loose animals	63.4%	25.2%	5.8%	2.4%	3.2%
Q21-15. Flooding	65.3%	18.5%	7.7%	3.8%	4.7%
Q21-16. Overgrown lots	63.7%	23.6%	6.2%	2.0%	4.5%
Q21-17. Graffiti	76.4%	13.9%	3.9%	1.3%	4.5%
Q21-18. Abandoned cars or vehicles	73.2%	16.7%	3.6%	1.6%	4.9%

Tabular Analysis

EXCLUDING DON'T KNOW

Q21. NEIGHBORHOOD PROBLEMS. Please indicate the extent to which you think each of the following is a problem in your neighborhood: (without "don't know")

(N=1016)

	Not a problem	Minor problem	Moderate problem	Major problem
Q21-1. Crime, drugs, or violence	43.1%	29.4%	15.8%	11.7%
Q21-2. Unemployment	56.0%	26.6%	13.4%	4.0%
Q21-3. Homelessness	69.5%	14.8%	10.5%	5.1%
Q21-4. Public schools not providing quality education	64.9%	15.5%	10.9%	8.7%
Q21-5. Lack of cultural activities	71.0%	17.1%	9.5%	2.4%
Q21-6. Lack of recreational activities	77.8%	12.9%	6.8%	2.5%
Q21-7. Lack of affordable, quality child care	53.8%	20.3%	15.2%	10.7%
Q21-8. Abandoned or run-down buildings	69.1%	20.7%	7.4%	2.9%
Q21-9. Unsupervised children or teenagers	55.4%	25.4%	12.2%	7.0%
Q21-10. Speeding on neighborhood streets	24.6%	36.7%	22.0%	16.6%
Q21-11. Lack of affordable housing	53.6%	22.8%	13.3%	10.3%
Q21-12. Tension between racial/ethnic groups	64.9%	13.5%	13.0%	8.5%
Q21-13. Lack of good places to shop for food or other items	77.7%	13.9%	6.6%	1.9%
Q21-14. Roaming/loose animals	65.5%	26.0%	6.0%	2.5%
Q21-15. Flooding	68.5%	19.4%	8.1%	4.0%
Q21-16. Overgrown lots	66.7%	24.7%	6.5%	2.1%
Q21-17. Graffiti	80.0%	14.6%	4.1%	1.4%
Q21-18. Abandoned cars or vehicles	77.0%	17.6%	3.8%	1.7%

Tabular Analysis

Q22. Which ONE of the following best describes your relationship with your neighbors?

Q22. Your relationship with your neighbors	Number	Percent
I have a close relationship with many of my neighbors	206	20.3 %
I have a close relationship with a few of my neighbors	322	31.7 %
I know several of my neighbors but I am not very close with any of them	290	28.5 %
I know a few people in my neighborhood but I am not very close with any of them	142	14.0 %
I don't know anyone in my neighborhood	26	2.6 %
Not provided	30	3.0 %
Total	1016	100.0 %

EXCLUDING NOT PROVIDED

Q22. Which ONE of the following best describes your relationship with your neighbors? (without "not provided")

Q22. Your relationship with your neighbors	Number	Percent
I have a close relationship with many of my neighbors	206	20.9 %
I have a close relationship with a few of my neighbors	322	32.7 %
I know several of my neighbors but I am not very close with any of them	290	29.4 %
I know a few people in my neighborhood but I am not very close with any of them	142	14.4 %
I don't know anyone in my neighborhood	26	2.6 %
Total	986	100.0 %

Tabular Analysis

Q23. Which ONE of the following best describes how people in your neighborhood interact with one another?

Q23. How people in your neighborhood interact with one another	Number	Percent
They often help one another & have many social activities together	147	14.5 %
They often help one another but do not have many social activities together	285	28.1 %
They occasionally help one another but generally keep to themselves	402	39.6 %
They almost always keep to themselves	119	11.7 %
Don't know	63	6.2 %
Total	1016	100.0 %

EXCLUDING DON'T KNOW

Q23. Which ONE of the following best describes how people in your neighborhood interact with one another? (without "don't know")

Q23. How people in your neighborhood interact with one another	Number	Percent
They often help one another & have many social activities together	147	15.4 %
They often help one another but do not have many social activities together	285	29.9 %
They occasionally help one another but generally keep to themselves	402	42.2 %
They almost always keep to themselves	119	12.5 %
Total	953	100.0 %

Tabular Analysis

Q24. NEIGHBORHOODS. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied":

(N=1016)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q24-1. Condition of housing	44.1%	41.8%	9.3%	2.8%	0.8%	1.2%
Q24-2. Condition of streets	22.9%	42.5%	15.7%	13.6%	4.3%	0.9%
Q24-3. Availability of sidewalks	31.6%	34.0%	14.8%	12.0%	5.4%	2.1%
Q24-4. Neighborhood parks	31.7%	37.6%	17.1%	6.3%	2.3%	5.0%
Q24-5. Overall appearance of your neighborhood	35.6%	50.2%	9.1%	3.5%	0.8%	0.8%
Q24-6. Overall quality of City services in your neighborhood	26.5%	48.0%	15.8%	5.8%	1.3%	2.5%

EXCLUDING DON'T KNOW

Q24. NEIGHBORHOODS. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied": (without "don't know")

(N=1016)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q24-1. Condition of housing	44.6%	42.3%	9.4%	2.8%	0.8%
Q24-2. Condition of streets	23.2%	42.9%	15.9%	13.8%	4.3%
Q24-3. Availability of sidewalks	32.3%	34.8%	15.1%	12.3%	5.5%
Q24-4. Neighborhood parks	33.3%	39.6%	18.0%	6.6%	2.4%
Q24-5. Overall appearance of your neighborhood	35.9%	50.6%	9.2%	3.5%	0.8%
Q24-6. Overall quality of City services in your neighborhood	27.2%	49.3%	16.2%	6.0%	1.3%

Tabular Analysis

Q25. CUSTOMER SERVICE. Have you called or visited the City with a question, problem, or complaint during the past year?

Q25. Have you called or visited City during past year	Number	Percent
Yes	432	42.5 %
No	584	57.5 %
Total	1016	100.0 %

Q25-2. (If YES to Question 25) For which service did you contact the City most recently?

Q25-2. For which service did you contact City most recently	Number	Percent
Police	60	13.9 %
Fire	4	0.9 %
Water	31	7.2 %
Sewer	11	2.5 %
Stormwater	16	3.7 %
Parks & recreation	20	4.6 %
Code enforcement	51	11.8 %
Public health	13	3.0 %
Streets	49	11.3 %
Sidewalks	10	2.3 %
Electric service	47	10.9 %
Public transportation	4	0.9 %
Planning & zoning	15	3.5 %
Solid waste (trash, recycling, yard waste)	51	11.8 %
Monthly utility billing	26	6.0 %
Other	23	5.3 %
None chosen	1	0.2 %
Total	432	100.0 %

EXCLUDING NONE CHOSEN

Q25-2. (If YES to Question 25) For which service did you contact the City most recently? (without "none chosen")

Q25-2. For which service did you contact City most recently	Number	Percent
Police	60	13.9 %
Fire	4	0.9 %
Water	31	7.2 %
Sewer	11	2.6 %
Stormwater	16	3.7 %
Parks & recreation	20	4.6 %
Code enforcement	51	11.8 %
Public health	13	3.0 %
Streets	49	11.4 %
Sidewalks	10	2.3 %
Electric service	47	10.9 %
Public transportation	4	0.9 %
Planning & zoning	15	3.5 %
Solid waste (trash, recycling, yard waste)	51	11.8 %
Monthly utility billing	26	6.0 %
Other	23	5.3 %
Total	431	100.0 %

Tabular Analysis

Q25-2. Other

Q25-2. Other	Number	Percent
animal control	3	13.0 %
snow removal	3	13.0 %
HOUSE NEXT DOOR HAD TREE DOWN AND CLEAN UP	1	4.3 %
Business license	1	4.3 %
Snow removal in my neighborhood	1	4.3 %
neighborhood services HVD loan	1	4.3 %
Scam call, court appearance	1	4.3 %
UNSAFE TREES ON ELECTRICAL WIRES	1	4.3 %
Branch on power line	1	4.3 %
Assessor	1	4.3 %
EMPTY HOUSE NEXT DODOR	1	4.3 %
building code	1	4.3 %
traffic control	1	4.3 %
speed limit sign	1	4.3 %
STREET LIGHT OUT	1	4.3 %
PARKING TICKET	1	4.3 %
PARKING	1	4.3 %
street light out	1	4.3 %
tax office	1	4.3 %
Total	23	100.0 %

Q25-3. (If YES to Question 25) Why did you contact the City about this service?

Q25-3. Why did you contact City about this service	Number	Percent
Request service	71	16.4 %
Get information	85	19.7 %
Report a problem	170	39.4 %
Discuss a billing problem	24	5.6 %
Request emergency assistance	15	3.5 %
Request non-emergency assistance	22	5.1 %
Comply with City requirements	19	4.4 %
Other	20	4.6 %
Not provided	6	1.4 %
Total	432	100.0 %

EXCLUDING NOT PROVIDED

Q25-3. (If YES to Question 25) Why did you contact the City about this service? (without "not provided")

Q25-3. Why did you contact City about this service	Number	Percent
Request service	71	16.7 %
Get information	85	20.0 %
Report a problem	170	39.9 %
Discuss a billing problem	24	5.6 %
Request emergency assistance	15	3.5 %
Request non-emergency assistance	22	5.2 %
Comply with City requirements	19	4.5 %
Other	20	4.7 %
Total	426	100.0 %

Tabular Analysis

Q25-3. Other

Q25-3. Other	Number	Percent
Snow removal	1	5.0 %
REPORT TREE DOWN ON SIDEWALK	1	5.0 %
discuss volunteer projects	1	5.0 %
Went with other residents for reconsideration	1	5.0 %
PARKING METRO DOWNTOWN	1	5.0 %
discuss proposed upgrades	1	5.0 %
solid waste trash	1	5.0 %
why e-billing costs $4.60 per month	1	5.0 %
read meter twice, both wrong	1	5.0 %
the dumping of cinders	1	5.0 %
File a report-identity theft	1	5.0 %
PAYMENT	1	5.0 %
why snow removal is impossible on a culdesac	1	5.0 %
TV DISPOSAL	1	5.0 %
THE CONDITION DEVALUES THE NEIGHBORHOOD	1	5.0 %
City responded to sewer problem on own initiative.	1	5.0 %
efficiency rebates	1	5.0 %
ENFORCEMENT	1	5.0 %
COMPLAIN ABOUT TICKETS & TIME THEY WERE GIVEN	1	5.0 %
question about personal property tax	1	5.0 %
Total	20	100.0 %

Q25-4. (If YES to Question 25) Please indicate your level of agreement with the following statements about the quality of service you received from City employees the last time you contacted the City, as indicated in Question 25-2, by circling the corresponding number below:

(N=432)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Q25-4.1. Hours City employees were available met my needs	27.2%	50.2%	15.3%	2.6%	0.9%	3.8%
Q25-4.2. It was easy to reach right person at City	17.9%	43.3%	17.9%	14.8%	3.8%	2.4%
Q25-4.3. City employees who helped me were courteous & polite	34.4%	45.9%	11.5%	4.2%	1.4%	2.6%
Q25-4.4. City employees did what they said they would do in a timely manner	27.9%	36.6%	16.2%	8.0%	4.7%	6.6%
Q25-4.5. City employees gave prompt, accurate & complete answers to your questions	27.6%	37.5%	17.6%	10.1%	4.7%	2.6%
Q25-4.6. City employees were knowledgeable	28.9%	39.8%	17.6%	6.6%	3.1%	4.0%
Q25-4.7. Overall, I was satisfied with quality of customer service provided by City	31.0%	37.3%	15.5%	8.2%	6.8%	1.2%

Tabular Analysis

EXCLUDING DON'T KNOW

Q25-4. (If YES to Question 25) Please indicate your level of agreement with the following statements about the quality of service you received from City employees the last time you contacted the City, as indicated in Question 25-2, by circling the corresponding number below: (without "don't know")

(N=432)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q25-4.1. Hours City employees were available met my needs	28.3%	52.2%	15.9%	2.7%	1.0%
Q25-4.2. It was easy to reach right person at City	18.3%	44.3%	18.3%	15.2%	3.9%
Q25-4.3. City employees who helped me were courteous & polite	35.3%	47.1%	11.8%	4.3%	1.4%
Q25-4.4. City employees did what they said they would do in a timely manner	29.9%	39.2%	17.3%	8.5%	5.0%
Q25-4.5. City employees gave prompt, accurate & complete answers to your questions	28.4%	38.5%	18.0%	10.3%	4.8%
Q25-4.6. City employees were knowledgeable	30.1%	41.4%	18.4%	6.9%	3.2%
Q25-4.7. Overall, I was satisfied with quality of customer service provided by City	31.4%	37.8%	15.7%	8.3%	6.9%

Tabular Analysis

Q26. Overall, how do you rate the service provided by the City's Utility Billing Office?

Q26. How do you rate service provided City's Utility Billing Office	Number	Percent
Excellent	237	23.3 %
Good	402	39.6 %
Average	158	15.6 %
Poor	25	2.5 %
Very Poor	13	1.3 %
Don't Know	181	17.8 %
Total	1016	100.0 %

EXCLUDING DON'T KNOW

Q26. Overall, how do you rate the service provided by the City's Utility Billing Office? (without "don't know")

Q26. How do you rate service provided City's Utility Billing Office	Number	Percent
Excellent	237	28.4 %
Good	402	48.1 %
Average	158	18.9 %
Poor	25	3.0 %
Very Poor	13	1.6 %
Total	835	100.0 %

Tabular Analysis

Q27. How would you like to receive information about City issues, services and events?

Q27. How would you like to receive information about City issues, services & events	Number	Percent
City newsletter that comes with utility bill	729	71.8 %
Local newspaper	517	50.9 %
Television news	527	51.9 %
City cable channel	83	8.2 %
City website	297	29.2 %
Radio	316	31.1 %
Friends/neighbors	107	10.5 %
Neighborhood or homeowners associations	186	18.3 %
Facebook	154	15.2 %
Twitter	36	3.5 %
YouTube	14	1.4 %
Pinterest	6	0.6 %
Google+	23	2.3 %
Other	37	3.6 %
Total	3032	

Q27. Other

Q27. Other	Number	Percent
email	24	64.9 %
mail	2	5.4 %
nextdoor app	2	5.4 %
poster in my neighborhood about major zoning changes	1	2.7 %
flyers	1	2.7 %
internet	1	2.7 %
A separate piece of mail (especially for survey's)	1	2.7 %
Text message	1	2.7 %
como daily.com	1	2.7 %
Text	1	2.7 %
EMPLOYERS	1	2.7 %
Bill Canten sends e-mail	1	2.7 %
Total	37	100.0 %

Tabular Analysis

Q28. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements:

(N=1016)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Q28-1. City government is a trusted source of information about programs & services	13.4%	46.7%	25.0%	6.0%	2.8%	6.2%
Q28-2. It is easy to get information I need from City government	9.7%	38.7%	30.3%	9.3%	1.7%	10.4%
Q28-3. Information is communicated clearly, accurately & in a form that meets my needs	8.5%	41.0%	30.5%	9.9%	2.1%	8.1%
Q28-4. City's cable television channel provides information that is useful to me	3.0%	14.2%	22.1%	5.8%	7.4%	47.6%
Q28-5. City's website provides information that is useful to me	9.6%	38.3%	25.6%	3.9%	1.6%	21.0%
Q28-6. City newsletter provides information that is useful to me	12.0%	46.4%	25.6%	3.9%	2.2%	10.0%
Q28-7. City's use of social media provides information that is useful to me	3.7%	17.3%	26.6%	6.4%	4.5%	41.5%
Q28-8. There are enough mobile apps to provide City information I need or conduct business with City	3.3%	13.1%	24.1%	3.6%	1.7%	54.3%

Tabular Analysis

EXCLUDING DON'T KNOW

Q28. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements: (without "don't know")

(N=1016)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q28-1. City government is a trusted source of information about programs & services	14.3%	49.8%	26.6%	6.4%	3.0%
Q28-2. It is easy to get information I need from City government	10.8%	43.2%	33.8%	10.3%	1.9%
Q28-3. Information is communicated clearly, accurately & in a form that meets my needs	9.2%	44.6%	33.2%	10.7%	2.3%
Q28-4. City's cable television channel provides information that is useful to me	5.7%	27.0%	42.1%	11.0%	14.1%
Q28-5. City's website provides information that is useful to me	12.1%	48.5%	32.4%	4.9%	2.0%
Q28-6. City newsletter provides information that is useful to me	13.3%	51.5%	28.4%	4.3%	2.4%
Q28-7. City's use of social media provides information that is useful to me	6.3%	29.5%	45.6%	10.9%	7.7%
Q28-8. There are enough mobile apps to provide City information I need or conduct business with City	7.2%	28.6%	52.6%	7.9%	3.7%

Tabular Analysis

Q29. UTILITIES. Please indicate if your household uses the following services provided by the City of Columbia.

(N=1016)

	Yes	No
Q29-1. Residential trash collection service	97.4%	2.6%
Q29-2. Curbside recycling (blue bags)	92.1%	7.9%
Q29-3. Drop-off recycling	56.3%	43.7%
Q29-4. City electric service	86.8%	13.2%
Q29-5. City water service	94.5%	5.5%
Q29-6. City sewer service	94.6%	5.4%

Q29. If you answer "YES," please rate your overall satisfaction with that service on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied":

(N=1001)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q29-1. Residential trash collection service	53.3%	38.5%	3.3%	3.0%	1.2%	0.5%
Q29-2. Curbside recycling (blue bags)	54.6%	36.8%	4.0%	2.5%	1.4%	0.8%
Q29-3. Drop-off recycling	35.9%	43.8%	11.2%	3.7%	1.4%	4.0%
Q29-4. City electric service	47.7%	42.4%	5.9%	2.7%	0.3%	0.9%
Q29-5. City water service	45.8%	44.9%	5.7%	2.3%	0.7%	0.6%
Q29-6. City sewer service	44.5%	44.8%	5.7%	3.1%	1.2%	0.7%

Tabular Analysis

EXCLUDING DON'T KNOW

Q29. Title Q29. If you answer "YES," please rate your overall satisfaction with that service on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied": (without "don't know")

(N=1001)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q29-1. Residential trash collection service	53.6%	38.7%	3.4%	3.1%	1.2%
Q29-2. Curbside recycling (blue bags)	55.0%	37.1%	4.0%	2.5%	1.4%
Q29-3. Drop-off recycling	37.4%	45.6%	11.7%	3.8%	1.5%
Q29-4. City electric service	48.2%	42.8%	6.0%	2.8%	0.3%
Q29-5. City water service	46.1%	45.1%	5.7%	2.3%	0.7%
Q29-6. City sewer service	44.8%	45.1%	5.7%	3.2%	1.2%

Q30. Please indicate if you have done any of the following during the past year in the City of Columbia.

Q30. Please indicate if you have done any of the following during past year	Number	Percent
Used police services	232	22.8 %
Were a victim of any crime	88	8.7 %
Used fire or emergency medical services	124	12.2 %
Visited a community recreation center	523	51.5 %
Visited a city park	864	85.0 %
Used public transportation/bus	79	7.8 %
Attended or watched any City meetings	253	24.9 %
Have you used Columbia Airport	387	38.1 %
Used public health services provided by City	200	19.7 %
Applied for a building permit from City	39	3.8 %
Total	2789	

Tabular Analysis

Q31. Approximately how many years have you lived at your current address?

Q31. Approximately how many years have you lived at your current address	Number	Percent
5 or less	207	20.4 %
6 to 10	187	18.4 %
11 to 15	167	16.4 %
16 to 20	134	13.2 %
21 to 30	159	15.6 %
31+	153	15.1 %
not provided	9	0.9 %
Total	1016	100.0 %

EXCLUDING NOT PROVIDED

Q31. Approximately how many years have you lived at your current address? (excluding not provided)

Q31. Approximately how many years have you lived at your current address	Number	Percent
5 or less	207	20.6 %
6 to 10	187	18.6 %
11 to 15	167	16.6 %
16 to 20	134	13.3 %
21 to 30	159	15.8 %
31+	153	15.2 %
Total	1007	100.0 %

Q32. Are you a student in a college or university?

Q32. Are you a student in a college or university	Number	Percent
Yes	92	9.1 %
No	921	90.6 %
Not provided	3	0.3 %
Total	1016	100.0 %

EXCLUDING NOT PROVIDED

Q32. Are you a student in a college or university? (excluding not provided)

Q32. Are you a student in a college or university	Number	Percent
Yes	92	9.1 %
No	921	90.9 %
Total	1013	100.0 %

Tabular Analysis

Q33. Do you own or rent your current residence?

Q33. Do you own or rent your current residence	Number	Percent
Own	796	78.3 %
Rent	220	21.7 %
Total	1016	100.0 %

Q34. What is your age?

Q34. Your age	Number	Percent
Under 35 years	266	26.2 %
35-44 years	248	24.4 %
45-54 years	217	21.4 %
55-64 years	174	17.1 %
65+ years	106	10.4 %
Not provided	5	0.5 %
Total	1016	100.0 %

EXCLUDING NOT PROVIDED

Q34. What is your age? (excluding not provided)

Q34. Your age	Number	Percent
Under 35 years	266	26.3 %
35-44 years	248	24.5 %
45-54 years	217	21.5 %
55-64 years	174	17.2 %
65+ years	106	10.5 %
Total	1011	100.0 %

Tabular Analysis

Q35. How many people live in your household?

Q35. How many people live in your household	Number	Percent
Not Provided	31	3.1 %
1	178	17.5 %
2	467	46.0 %
3	170	16.7 %
4	109	10.7 %
5	44	4.3 %
6	11	1.1 %
7+	6	0.6 %
Total	1016	100.0 %

EXCLUDING NOT PROVIDED

Q35. How many people live in your household? (excluding not provided)

Q35. How many people live in your household	Number	Percent
1	178	18.1 %
2	467	47.4 %
3	170	17.3 %
4	109	11.1 %
5	44	4.5 %
6	11	1.1 %
7+	6	0.6 %
Total	985	100.0 %

Tabular Analysis

Q36. How many people in your household are employed?

Q36. How many people in your household are employed	Number	Percent
0	196	19.3 %
1	341	33.6 %
2	363	35.7 %
3	68	6.7 %
4	14	1.4 %
5	1	0.1 %
6	2	0.2 %
7+	2	0.2 %
Not provided	29	2.9 %
Total	1016	100.0 %

EXCLUDING NOT PROVIDED

Q36. How many people in your household are employed? (excluding not provided)

Q36. How many people in your household are employed	Number	Percent
0	196	19.9 %
1	341	34.5 %
2	363	36.8 %
3	68	6.9 %
4	14	1.4 %
5	1	0.1 %
6	2	0.2 %
7+	2	0.2 %
Total	987	100.0 %

Tabular Analysis

Q37. Which of the following best describes your employment status?

Q37. Your employment status	Number	Percent
Employed full time	585	57.6 %
Employed part time	121	11.9 %
Not employed, looking for work	11	1.1 %
Not employed, not looking for work	26	2.6 %
Retired	229	22.5 %
Disabled, not able to work	29	2.9 %
Not provided	15	1.5 %
Total	1016	100.0 %

EXCLUDING NOT PROVIDED

Q37. Which of the following best describes your employment status? (excluding not provided)

Q37. Your employment status	Number	Percent
Employed full time	585	58.4 %
Employed part time	121	12.1 %
Not employed, looking for work	11	1.1 %
Not employed, not looking for work	26	2.6 %
Retired	229	22.9 %
Disabled, not able to work	29	2.9 %
Total	1001	100.0 %

Q37-2. (If you are employed) How many paying jobs do you have?

Q37-2. How many paying jobs do you have	Number	Percent
1	545	77.2 %
2	83	11.8 %
3+	19	2.7 %
Not provided	59	8.4 %
Total	706	100.0 %

EXCLUDING NOT PROVIDED

Q37-2. (If you are employed) How many paying jobs do you have? (excluding not provided)

Q37-2. How many paying jobs do you have	Number	Percent
1	545	84.2 %
2	83	12.8 %
3+	19	2.9 %
Total	647	100.0 %

Tabular Analysis

Q37-3. (If you are employed) Do you work inside or outside the city limits of Columbia?

Q37-3. Do you work inside or outside City limits of Columbia	Number	Percent
Inside	502	71.1 %
Outside	71	10.1 %
Both	75	10.6 %
Don't know	58	8.2 %
Total	706	100.0 %

EXCLUDING DON'T KNOW

Q37-3. (If you are employed) Do you work inside or outside the city limits of Columbia? (excluding don't know)

Q37-3. Do you work inside or outside City limits of Columbia	Number	Percent
Inside	502	77.5 %
Outside	71	11.0 %
Both	75	11.6 %
Total	648	100.0 %

Q38. Would you say your total annual household income is:

Q38. Your total annual household income	Number	Percent
Under $15K	79	7.8 %
$15K to $29,999	120	11.8 %
$30K to $59,999	213	21.0 %
$60K to $99,999	249	24.5 %
$100K+	302	29.7 %
Not provided	53	5.2 %
Total	1016	100.0 %

EXCLUDING NOT PROVIDED

Q38. Would you say your total annual household income is: (excluding not provided)

Q38. Your total annual household income	Number	Percent
Under $15K	79	8.2 %
$15K to $29,999	120	12.5 %
$30K to $59,999	213	22.1 %
$60K to $99,999	249	25.9 %
$100K+	302	31.4 %
Total	963	100.0 %

Tabular Analysis

Q39. Which of the following best describes your race/ethnicity?

Q39. Your race/ethnicity	Number	Percent
Hispanic	36	3.5 %
White/Caucasian	825	81.2 %
African American/Black	93	9.2 %
Asian/Pacific Islander	30	3.0 %
Native American/Eskimo	10	1.0 %
Mixed Race	15	1.5 %
Other	14	1.4 %
Not provided	7	0.7 %
Total	1030	

EXCLUDING NOT PROVIDED

Q39. Which of the following best describes your race/ethnicity? (excluding not provided)

Q39. Your race/ethnicity	Number	Percent
Hispanic	36	3.5 %
White/Caucasian	825	81.2 %
African American/Black	93	9.2 %
Asian/Pacific Islander	30	3.0 %
Native American/Eskimo	10	1.0 %
Mixed Race	15	1.5 %
Other	14	1.4 %
Total	1023	

Q40. What is your gender identity?

Q40. Your gender	Number	Percent
Male	520	51.2 %
Female	496	48.8 %
Total	1016	100.0 %